

Notice of References Cited	Application/Control No. 09/943,708	Applicant(s)/Patent Under Reexamination FRAZIER ET AL.	
	Examiner James H. Zurita	Art Unit 3625	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
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FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Identifying the information requirements to deliver quality service," Berkley, Blair J, Gupta, Amit. International Journal of Service Industry Management. Bradford: 1995. Vol. 6, Iss. 5; pg. 16, 20 pgs, downloaded from ProQuest on the Internet on 21 January 2008.
	V	
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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